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Guide for Quality Assurance Inspection of Commercial Activities Contracts on Army Installations

by
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The U.S. Army performs Quality Assurance (QA) inspections to evaluate and document contractors' performance on purchased services. This guide describes how to perform QA inspections on the major types of logistics maintenance support services (LMSS) provided by contractors on Army property.

Each type of LMSS work is divided into five functional areas; each area is accompanied by a step-by-step inspection approach, including: (1) general information about the functional area, (2) performance indicators--the criteria by which contractors' work is evaluated, (3) appropriate quality assurance method, (4) procedures for conducting an inspection, and (5) inspection forms.

This guide is intended to accommodate additional inspection guidance and documentation forms that will be developed in other areas; each functional area is a self-contained unit that can be removed for use at one specific time.

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Each type of LMSS work is divided into five functional areas; each area is accompanied by a step-by-step inspection approach, including: (1) general information about the functional area, (2) performance indicators—the criteria by which contractors' work is evaluated, (3) appropriate quality assurance method, (4) procedures for conducting an inspection, and (5) inspection forms.

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FOREWORD

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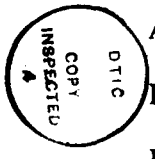

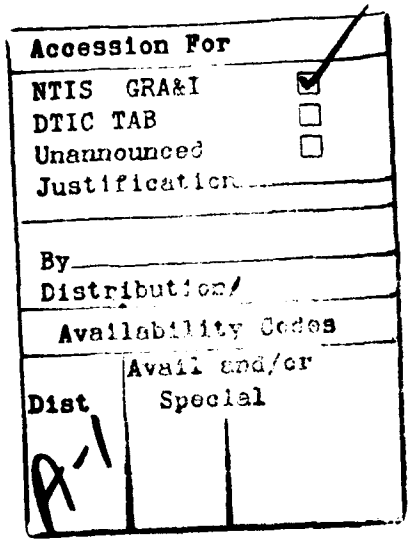

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GUIDE FOR QUALITY ASSURANCE INSPECTION OF COMMERCIAL ACTIVITIES CONTRACTS ON ARMY INSTALLATIONS

1 INTRODUCTION

Background

Whenever the Army purchases services, there must be some way to ensure that the quantity and quality of the contracted services match the specified requirements. Although the Army performs Quality Assurance (QA) Inspections to evaluate and document a contractor's performance, the contractor is not relieved of the responsibility for quality control (QC). Unless the Army follows clear guidelines in evaluating contractor performance, QC cannot be assured. Each type of purchased service must be categorized and assigned an appropriate procedure to ensure that contracted services, and the accompanying QA, meet Army requirements.

Objective

The objective of this Quality Assurance Inspection Guide is to provide information on how to do QA inspections on logistics maintenance support services (LMSS) provided by contractors on Army property. The inspections are intended to evaluate the services provided, not necessarily the procedures, means or methods used to perform the work.

Scope

This guide describes how to perform QA inspections on the major areas of contracted services as described in Section III of this document. Each section is a self-contained unit; sections may be removed from or inserted into the guide as they are needed. In this way, inspection guidance in other areas may be added at a later date.

Use of This Guide

The areas of LMSS work are divided into detailed functional areas. For each functional area there is a simple step-by-step progression of what the inspector must do to accomplish QA.

The sections included in each functional area are:

1. General information about the functional area
2. Performance indicators (PIs—the criteria by which the contractor's work will be evaluated)
3. Quality assurance evaluation methods (type of inspection to be used)
4. Procedures (how to conduct the inspection)
5. QA inspection forms.

2 QUALITY ASSURANCE INSPECTION METHODS

General

QA inspections use five methods to determine contractor performance: random sampling, planned sampling, 100 percent inspection, validated complaints, or unscheduled inspection.

Random Sampling (Systematic)

In random sampling, portions (samples) of the total work performed are selected by chance for inspection. Evaluation of units not scheduled for inspection is based on these samples. A systematized random sampling technique spreads the selected sample evenly throughout the time of performance. Inspection results provide a means to determine the overall performance level of the contractor. The following are the steps used by the Quality Assurance Evaluator (QAE) in systematic random sampling:

1. Table A1 of Appendix A can be used to determine the sample size and the reject level. From the population size (the total number of work items), the sample size (the number of items to inspect) and the reject level (the maximum number of failures allowable) can be found in the table. The QA supervisor or the contracting officer's representative (COR) usually will recommend the level of surveillance and acceptable quality level (AQL). This plan suggests starting with a normal surveillance level and a 5 percent AQL. Table A1 shows the figures for this level of inspection. The figures for other levels of inspection can be derived from Military Standard 105D, "Sampling Procedures and Tables for Inspection by Attributes." The number of samples to be selected and the number of allowable rejects can then be determined.

For an example, if a contracter's total output for a particular work item is 125 units and a normal surveillance level with an AQL of 5 percent is selected, then the table indicates that 18 out of the 125 units will be selected for inspection.

2. The listing of the total population of the work to be performed should be sorted by date to spread the inspection throughout the work time.

3. To distribute the sample evenly throughout the total work, the total number of units is divided by the sample size to determine the sample spacing. Starting from the first selected unit, the spacing is used to select the following units until the required number is reached. Using the example above, 125 divided by 18 gives a spacing of 7.

4. Any method of random numbers can be used to determine the first sample to be inspected. Table A2 of Appendix A is a list of random numbers from which a number can be selected. The random number should fall within the sample interval; in the sample above, between 1 and 7. If the number is 4, then select unit 4, then 11, then 18, then any random number until 18 units have been selected.

Planned Sampling

In planned sampling, only specific contract requirements are selected for evaluation. The selection is made before the scheduled completion of the work. Samples are selected subjectively by the COR and the sample size is determined arbitrarily. Planned sampling is used when the contractor performance for a particular functional area is poor. The contractor knows that the work performed

in these areas is more likely to be monitored. The QAE directs efforts to areas where sampling is most needed. This sampling method cannot determine the overall performance level of the contractor. Instead, this method provides a way of taking a close look at output from problem areas to form conclusions about the contractor's performance level.

One Hundred Percent Inspection

One hundred percent inspection requires the inspection of all work items. This technique is used to monitor infrequently scheduled work and/or highly critical work items where poor quality can have serious or perhaps life-threatening consequences.

Validated Complaints

This method is based on the customer awareness of contract requirements. Typically, the customer monitors contractor services and notifies the QAE when the performance is poor or unacceptable. An investigation is made by the QAE to determine the validity of the complaint, and the QAE documents this deficiency. Since the investigation of customer complaints cannot be scheduled unless the work is completed, this method usually supplements other surveillance techniques.

Unscheduled Inspection

Unscheduled inspections consist of evaluations of specific contract requirements whenever the QAE feels that there is a need. This method is similar to planned sampling but uses no preplanned schedule. This procedure may be useful to evaluate work items that do not lend themselves to random sampling but, like planned sampling, provides a biased look at performance. In this regard, unscheduled inspections should be used only as indicators of potential performance problems.

3 FUNCTIONAL AREAS

Technical Inspections

General

This section provides information needed to inspect the performance of technical inspection services that involve performing technical inspections on items submitted for maintenance, repair, or turn-in in accordance with Performance Work Statement PWS2.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators (PIs)

Performance standards have been met when:

1. Estimated Cost of Damage (ECODs) have been completed within 5 working days of receipt of request, and Actual Cost of Damage (ACODs) have been completed within 10 working days of job completion

2. The Contracting Officer has been notified, within 1 working day, when initial inspection of equipment or items discloses estimated costs that exceed maintenance expenditure limits or authorized maintenance levels of repair

3. Verification inspections have been completed within 2 working days of receipt of request

4. Inspections are being performed in accordance with the requirements of (PWS2).

Quality Assurance Evaluation Methods

The PIs should be evaluated using a normal random sampling, a 5 percent Accepted Quality Level (AQL), of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Procedures

Review completed DA Forms 2407 to identify technical inspection services. Using the "Technical Inspection Worksheet" (Figure 1),* do the following:

1. Check that ECODs have been completed within 5 working days of receipt of request

2. Check that ACODs have been completed within 10 working days of job completion

3. Verify that the Contracting Officer has been notified within 1 working day when initial inspection of equipment or items discloses estimated costs that exceed maintenance expenditure limits or authorized maintenance levels of repair

*Figures begin on p 66.

4. Check that verification inspections have been completed within 2 working days of receipt of request

5. Randomly select completed work items from various shops. Perform a technical inspection of the items in sufficient detail to be assured that the Contractor's inspection results were accurate and that logbook entries are complete.

Production, Planning, and Control (PP&C)

General

This section provides information needed to inspect the performance of production, planning and control services that involve receiving, initiating, maintaining, and completing work orders entered into the required Government-furnished automated system (currently the Maintenance Information Management System [MIMS]); planning, scheduling, and expediting maintenance requests through shop work centers; operating the required automated system as outlined in TRADOC MIMS Manual 18-1-1-TSG; and implementing all Government authorized changes or replacing existing systems with any other systems when directed by the Government, in accordance with PWS3.

Performance Indicators

Performance standards have been met when:

1. The Weekly Equipment Status by Unit Identification Code (UIC) Report has been provided to the Contracting Officer within 1 working day from the end of the reporting period

2. Error free backlog reports have been provided on a monthly basis, not later than 3 work days after the monthly cutoff date

3. Completed work requests have been maintained until directed by the Government to destroy documents.

Quality Assurance Evaluation Methods

The PIs should be evaluated using a monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Procedures

Using the "Production, Planning & Control Worksheet" (Figure 2) do the following:

1. Randomly select jobs from the latest Job Order Status Report or Weekly Equipment Status by UIC Report. Visit the shops where that work is being done. Observe the status of that work and compare the actual status to that reported to assure that it is being accurately reported.

2. Randomly select commodities from the latest Monthly Backlog Report. Visit the shop responsible for each commodity and observe the status of the unfinished work. Compare the actual status of the work with that as reported to assure that it is being accurately reported.

3. Randomly select a time period and confirm that all work requests completed in that time period have been filed such that they can be retrieved if needed in the future.

Maintenance Shop Supply Operations

General

This section provides information needed to inspect the performance of maintenance shop supply operations services that involve operating a Maintenance Shop Supply that provides repair parts and related support to contractor-operated maintenance activities in accordance with PWS5.

Tasks include receiving, locating, storing, and issuing parts and supplies in addition to providing various Data Management System (DMS) inquiries for special reports as required. The Maintenance Shop Supply operations will be accomplished using the Shop Supply subsystem of the Automated Retail Outlet System (AUTOROS) in accordance with TRADOC User's Manual 18-1-1-XSA and Government-provided hardware.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly.

Performance Indicators

Performance standards are met when:

1. Parts identified on DA Form 2407 and not on hand have been requisitioned within the time limits in AR 725-50

2. Entries into all AUTOROS and MIMS records have been made not later than the close of the business day following the event requiring the entry

3. Overall warehouse operations conform to the provisions of the PWS.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using monthly normal random sampling and a 5 percent AQL of the DA Forms 2407 for jobs awaiting parts. Contractor performance may justify changing the surveillance level.

PIs 2 and 3 should be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using the "Installation Supply Operations Worksheet" (Figure 3), do the following:

1. Randomly sample DA Forms 2407 for the jobs awaiting parts. Verify that parts identified on these DA Forms 2407 not on hand have been requisitioned within the time limits in AR 725-50.

2. Visit the receiving area for the installation's supply and randomly select stock items contained within a multipack to be delivered to the Directorate/Director of Logistics (DOL) Maintenance

Supply. After the close of business of the day following delivery, review the AUTOROS data to confirm that the selected items have been entered into the system.

3. Visit the maintenance shop supply warehouse. Observe the conditions of the warehouse and determine whether operations comform to the PWS, especially with respect to proper storage of parts, safety considerations, handling of Modification Work Order (MWO) kits, and operation of Petroleum, Oils and Lubricants (POL) Point.

Tactical Communications Equipment Repair

General

This section provides information needed to inspect the performance of tactical communications equipment repair services that involve performing unit, direct support, and general support maintenance and repair on equipment, in accordance with PWS6.

The work items include but are not limited to: radiac simulators, steam cleaners, UHF, HF, VHF, LF, SSB, CW, VOX, MF receivers, transmitters, transceivers, and radio sets; circuit cards and modules; track, RATT rig, communication shelters, vehicle intercom, and radio communication systems and associated wiring and equipment and power circuits; on-site repairs on numerous radio/intercom system configurations in all types of communication shelters or tracked vehicles; track turret electrical repair relating to communications involving slip rings, connector blocks, brushes, and interconnecting cabling; antennas, antenna matching units, etc.

Evaluation of the contractor's performance in providing this service(s) should be scheduled bimonthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS6.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using bimonthly normal random sampling and a 5 percent AQL of the service orders reported complete since the last evaluation. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Tactical Communications Equipment Repair Worksheet" (Figure 4) do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed within a time frame not to exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent and that the contracting officer was notified within 30 minutes after resolving an emergency situation.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in the PWS6. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Wire Communications Equipment Repair

General

This section provides information needed to inspect the performance of wire communications equipment repair services that involve performing unit, direct support, and general support maintenance and repair on wire communications equipment in accordance with PWS7.

The work items include but are not limited to: power supplies, motor generators, multifunction equipment, data multiplex and multichannel equipment; post class and conference room intercom and public address systems; slide, overhead, and film projectors; film developing and processing equipment, photography equipment, chemical alarm, mine (metal) detectors, teletypes, switchboards and telephone related items; nickel-cadmium batteries, voltage and current regulators, starters, alternators, microfilm readers, cables, field telephones, microphones in CVC and flight helmets, battery chargers, telegraph

and related equipment, keyboard lettering equipment, and Army Oil Analysis Program (AOAP) Lab equipment.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS7.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Wire Communications Equipment Repair Worksheet" (Figure 5) do the following:

1. Verify with the customer or staff duty officer that:

    - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
    - the problem has been corrected
    - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed within a time frame not to exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS7. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Fire Control Equipment Repair

General

This section provides information needed to inspect the performance of fire control equipment repair services that involve performing unit, direct support and general support maintenance and repair on Fire Control equipment in accordance with PWS8.

The work items include but are not limited to: optical devices such as stereoscopic and coincidence range finders, optical tracking cinetheodolites, astrotrackers, autocollimators, target acquisition devices, fire control devices, binoculars, Battery Commander (B.C). telescopes, elbow telescopes, panoramic telescopes, periscopes, straight line-of-sight telescopes, aiming circles, compasses, sight mounts, quadrants and instrumental lights, collimator, azimuth indicators, ballistics computers, etc.[1]

Evaluation of the contractor's performance in providing this service(s) should be scheduled bimonthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS8.

[1] See "Night Vision Fire Control Equipment Repair" (p 17) for fire control instruments including infrared and light amplification night vision devices and cameras for fire control equipment.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using bimonthly normal random sampling and a 5 percent AQL of the service orders reported complete since the last evaluation. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Fire Control Equipment Repair Worksheet" (Figure 6), do the following:

1. Verify with the customer or staff duty officer that:

    - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
    - the problem has been corrected
    - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, within a time frame not to exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS8. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are employed.

Night Vision Fire Control Equipment Repair

General

This section provides information needed to inspect the performance of fire control equipment repair services that involve performing unit, direct, and general support maintenance and repair on night vision instruments, including infrared light amplification night vision devices and cameras for fire control equipment in accordance with PWS8a.

Evaluation of the contractor's performance in providing this service(s) should be continuous.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS8a.

Quality Assurance Evaluation Methods

PIs 1, 2 and 4 should be evaluated using 100 percent inspection. PI 3 should be evaluated using a monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month.

Procedures

Select all job orders for Night Vision Fire Control Equipment from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for these job orders to identify specific jobs. Using the "Night Vision Fire Control Equipment Repair Worksheet" (Figure 7) do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. On a daily basis, identify all Communication Security (COMSEC) job orders in progress in the MIMS current file. Schedule and perform a technical inspection of all completed work before allowing the contractor to release the item to the customer. Evaluate the quality of the work performed as related to the requirements specified in the PWS. If necessary, request the contractor to retest completed items to confirm proper performance. Observe shop operations to assure that proper tools and procedures are employed, including security provisions of PWS8a.

3. Using systematic random sampling, check DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

Commercial Equipment Repair (Television, Video Recorders, Sound Equipment)

General

This section provides information needed to inspect the performance of commercial equipment (television, video recorders, sound equipment) repair services that involve performing all levels of maintenance and repair in accordance with PWS9.

The work items include but are not limited to: record and playback music and stereo systems, record players, audio and video recorders and playback units, microphones, speakers, amplifiers and other related equipment, television sets, video monitors, security surveillance systems, electronic musical instruments, video cameras, etc.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS9.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the

DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Commercial Equipment Repair Worksheet" (Figure 8), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after resolving an emergency situation.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS9. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Avionics Equipment Repair

General

This section provides information needed to inspect the performance of avionics equipment repair services that involve performing unit, direct support, and general support maintenance and repair on avionics equipment in accordance with PWS10.

The work items include but are not limited to: UHF Radios, VHF Radios (AM and FM), Stability Control Augmentation System (SCAS), Very High Frequency Omni Directional Ranging Equipment (VOR), Low Frequency Automatic Direction Finders, Identification Friend or Foe (IFF), Distance Measuring Equipment (DME), Doppler Navigation Equipment, Radar Altimeters, Aircraft Gyro-magnetic Compass Systems and Aircraft Intercom Systems. Aircraft wiring equipment includes, but is not limited to: AC and DC primary power distribution, avionic equipment control wiring, aircraft flight, nonflight and indicating systems wiring, and aircraft intercommunication systems wiring.

Evaluation of the contractor's performance in providing this service(s) should be scheduled bimonthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS 10.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using bimonthly normal random sampling and a 5 percent AQL of the service orders reported complete since the last evaluation. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2. For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Avionics Equipment Repair Worksheet" (Figure 9), do the following:

1. Verify with the customer or staff duty officer that:

    - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
    - the problem has been corrected
    - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS10. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Commercial Radio Systems Repair

General

This section provides information needed to inspect the performance of commercial radio systems repair services that involve performing all levels of maintenance and repair on commercial radio systems in accordance with PWS11.

The equipment includes but is not limited to: mobile radios, wiring systems and antennas of mobile radios, base stations, antennas and towers, electronic sirens and light bars, base station remote controls (tone and D.C.), pagers, hand-held radios, scanners, military citizen's band, recording devices, hand-held radio charging units, microphones and cabling.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards are met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in acordance with the requirements of PWS11.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2. For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Commercial Radio Systems Repair Worksheet" (Figure 10), do the following:

1. Verify with the customer or staff duty officer that:

    - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
    - the problem has been corrected
    - the work item is fully operational

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that the labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS11. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Radar Equipment Repair

General

This section provides information needed to inspect the performance of radar equipment repair services that involve performing unit, direct, and general support maintenance and repair on radar equipment in accordance with PWS12.

The equipment includes but is not limited to: automatic fire data artillery computer, chronographs, synchronizers, and other similar components or equipment; missile systems, tacfire, Redeye missiles, laser equipment and systems, training devices and associated support equipment's pneumatic, hydraulic, and mechanical systems; searchlights, artillery radar tracking systems; and fire control radar, aircraft identification and tracking systems, personnel movements radar, HV power supply wave guides, antennas, servo systems, etc.

Evaluation of the contractor's performance in providing this service(s) should be scheduled bimonthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS12.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using bimonthly normal random sampling and a 5 percent AQL of the service orders reported complete since the last evaluation. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Radar Equipment Repair Worksheet" (Figure 11), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10

percent, and that the contracting officer was notified within 30 minutes after the emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS12. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Joint Services Interior Intrusion Detection System (JSIIDS) Equipment Repair

General

This section provides information needed to inspect the performance of JSIIDS equipment repair services that involve performing all levels of maintenance and repair on JSIIDS in accordance with PWS13.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Personnel have reported to the customer's work site within 4 hours of receipt of an emergency request

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are being performed in accordance with the requirements of PWS13.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using a monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "JSIIDS Equipment Repair Worksheet" (Figure 12), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived within 4 hours
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed within 2 working days of receipt of notice.

3. Visit the worksite and perform a technical inspection of the completed work. Evaluate the quality of the work performed as related to the requirements specified in PWS13. If necessary, request the contractor to retest system components to confirm proper performance.

4. On an occasional basis, visit a worksite while JSIIDS repair work is being performed to assure that proper procedures are being followed.

Communications Security (COMSEC) Equipment Repair

General

This section provides information needed to inspect the performance of Communications Security (COMSEC) equipment repair services that involve performing unit, direct, and general support maintenance and repair on COMSEC equipment (such as fixed station, backpack, or airborne electronic systems and devices, teletype message, interrogator and transponder systems and other encryption devices) in accordance with PWS14.

Evaluation of the contractor's performance in providing this service(s) should be continuous.

Performance Indicators

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS14.

Quality Assurance Evaluation Methods

PIs 1, 2 and 4 should be evaluated using 100 percent inspection. PI 3 should be evaluated using a monthly normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month.

Procedures

Select all job orders for COMSEC Equipment Repair from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for these job orders to identify specific jobs. Using the Worksheet for "Communications Security (COMSEC) Equipment Repair" (Figure 13), do the following:

1. Verify with the customer or staff duty officer that:

    - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
    - the problem has been corrected
    - the work item is fully operational.

2. On a daily basis, identify all COMSEC job orders in progress in the MIMS current file. Schedule and perform a technical inspection of all completed work before allowing the contractor to release the item to the customer. Evaluate the quality of the work performed as related to the requirements specified in the PWS. If necessary, request the contractor to retest completed items to confirm proper performance. Observe shop operations to assure that proper tools and procedures are being employed, including security provisions of PWS14.

3. Using systematic random sampling, check DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

Heavy Engineering Equipment Repair

This section provides information needed to inspect the performance of heavy engineering equipment repair services, including performing unit, direct, and general support maintenance and repair on construction equipment (such as crushers, pavers, mixers, earth movers, tractors, graders, cranes, loaders, rollers, dozers, loader-backhoes, rough terrain forklifts, wheel mounted cranes, ditch diggers, earth augers, pile drivers, heavy truck-tractors, heavy trailers, etc.) in accordance with PWS15.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards are met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are being performed in accordance with the requirements of PWS15.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Heavy Engineering Equipment Repair Worksheet" (Figure 14), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS15. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Ground Support Equipment Repair

General

This section provides information needed to inspect the performance of ground support equipment repair services that involve performing unit, direct, and general support maintenance and repair on ground support equipment in accordance with PWS16.

The equipment includes but is not limited to: environmental control equipment such as skid, truck mounted, or mechanical refrigeration equipment, air conditioning units and general purpose forced air heaters; and power generating equipment, such as electrical motors, auxiliary power units, pumps, and compressors.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards are met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are being performed in accordance with the requirements of PWS16.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance

methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month (select 100 percent of all emergency orders). Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Ground Support Equipment Repair Worksheet" (Figure 15), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS16. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Chemical Equipment Repair

General

This section provides information needed to inspect the performance of chemical equipment repair services that involve performing unit, direct, and general support maintenance and repair on chemical equipment in accordance with PWS17.

The equipment includes but is not limited to: chemical protection and dispensing equipment; smoke generators; decontamination equipment; CO_2 fire extinguisher, dry chemical fire extinguisher, gas masks, flame throwers, ANM 3 & 4 compressors, etc.[2]

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

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[2] For air purification systems on combat vehicles, see the section, "Chemical Equipment Repair (Air Purification Systems on Combat Vehicles)" (p 32).

Performance Indicators

Performance standards are met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are being performed in accordance with the requirements of PWS17.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Chemical Equipment Repair Worksheet" (Figure 16), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS17. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Chemical Equipment Repair (Air Purification Systems on Combat Vehicles)

General

This section provides information needed to inspect the performance of chemical equipment repair services that involve performing unit, direct, and general support maintenance and repair on air purification systems on combat vehicles in accordance with PWS17a.

Evaluation of the contractor's performance in providing this service(s) should be continuous.

Performance Indicators

Performance standards are met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are being performed in accordance with the requirements of PWS17a.

Quality Assurance Evaluation Methods

PIs 1 and 3 should be evaluated using 100 percent inspection. PI 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month.

Procedures

Select all job orders for the Chemical Equipment Repair of air purification systems on combat vehicles from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for these job orders to identify specific jobs. Using the "Chemical Equipment Repair (Air Purification Systems on Combat Vehicles) Worksheet)" (Figure 17), do the following:

1. Verify with the customer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Randomly check DA Forms 2407 to verify that items scheduled for work were completed within a time frame not to exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. On a daily basis, identify all COMSEC job orders in progress in the MIMS current file. Schedule and perform a technical inspection of all completed work before allowing the contractor to release the item to the customer. Evaluate the quality of the work performed as related to the requirements specified in PWS17a. If necessary, request the contractor to retest completed items to confirm proper performance. Observe shop operations to assure that proper tools and procedures are being employed, including security provisions of the PWS.

Material Handling Equipment (MHE) Repair

General

This section provides information needed to inspect the performance of material handling equipment repair services that involve performing unit, direct, and general support maintenance and repair on gas, diesel and electrically powered Material Handling Equipment (MHE) such as commercial design and rough terrain forklifts, warehouse cranes and tractors, floor cranes, hoists, loading ramps, hand trucks, pallet jacks, scooters and aircraft ground handling equipment) in accordance with PWS18.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS18.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Material Handling Equipment Repair Worksheet" (Figure 18), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS18. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Lawnmower, Weedeater, and Chainsaw Repair

General

This section provides information needed to inspect the performance of lawnmower, weedeater, and chainsaw repair services that involve performing repair services on a variety of lawnmowers (such as push, self-propelled, and riding types), weedeaters, cutters, and chainsaws in accordance with PWS19.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS19.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Randomly select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Lawnmower, Weedeater, and Chainsaw Repair Worksheet" (Figure 19), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS19. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Shop Support Equipment and Tools Repair

General

This section provides information needed to inspect the performance of shop support equipment and tools repair services that involve performing unit, direct, and general support maintenance and repair on shop support equipment and tools in accordance with PWS20.

The equipment includes but is not limited to: battery chargers, lathes, grinders, sanders, saws and drills; boring, honing, milling and drilling equipment; tire repair and lubrication equipment; fans, steam cleaners, buffers, polishers, vacuum cleaners, shampooers, and ice chests.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards are met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are being performed in accordance with the requirements of PWS20.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been picked up before an inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Shop Support Equipment and Tools Repair Worksheet" (Figure 20), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS20. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Combat Vehicles Repair

General

This section provides information needed to inspect the performance of combat vehicles repair services that involve performing unit, direct, and general support maintenance and repair on combat vehicles (such as tanks, self-propelled howitzers, personnel carriers, combat engineer, and recovery vehicles) in accordance with PWS21.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS21.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Combat Vehicles Repair Worksheet" (Figure 21), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS21. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Automotive Repair

General

This section provides information needed to inspect the performance of automotive repair services, that involve performing unit, direct, and general support maintenance and repair on tactical design and nontactical commercial vehicles (such as utility, ambulance, cargo, dump, tractor and wrecker trucks, rated from 1/4 through 25 ton and over), and on tactical design trailers, semi-trailers, and dollies (such as cargo, fuel and water, special purpose, heavy equipment, and shop repair vans and transporters) in accordance with PWS22.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer, and the contracting officer was notified within 30 minutes after the emergency situation was resolved

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

4. Repairs are performed in accordance with the requirements of PWS22.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using 100 percent inspection of the emergency service orders reported complete during the previous month.

PIs 2 and 3 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before inspection can occur, PI 4 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Automotive Repair Worksheet" (Figure 22), do the following:

1. Verify with the customer or staff duty officer that:

   - for emergency requests, personnel arrived at the work site within 4 hours after notification by the contracting officer
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed, that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent, and that the contracting officer was notified within 30 minutes after an emergency situation was resolved.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS22. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Lead Acid Battery Repair

General

This section provides information needed to inspect the performance of lead acid battery repair services that involve 6-, 12-, and 24-volt batteries (such as nickel, alkali, and lead acid types) in accordance with PWS23.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are being performed in accordance with the requirements of PWS23.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Lead Acid Battery Repair Worksheet" (Figure 23), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS23. If necessary, request the contractor retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Component Repair

General

This section provides information needed to inspect the performance of component repair services that involve a wide variety of components and subcomponents of end items (such as commercial automotive, tactical automotive, combat vehicles, engineer, construction, material handling, artillery, and ground power equipment; and gas, multifuel, and diesel burning equipment and trailers) in accordance with PWS24.

The components include but are not limited to: engines, transmissions, rear ends, transfers, cross drive transmissions, final drives, and differentials and gear reduction assemblies. Subcomponents shall include but are not limited to: alternators, generators, voltage regulators, starters, turbochargers, fuel injectors, carburetors, hydro-vacs, master cylinders, wheel cylinders, distributors, vehicle personnel heaters, hydraulic cylinders, etc.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS24.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Component Repair Worksheet" (Figure 24), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS24. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Armaments Repair

General

This section provides information needed to inspect the performance of armaments repair services, including repairing, inspecting, securing, and Parkerizing weapons systems (such as small arms and crew-served equipment, towed equipment, and self-propelled equipment ranging in size and complexity from .22 calibre weapons to 8 in. self-propelled howitzers) in accordance with PWS25.

Armaments include but are not limited to: missile launchers, towed and self-propelled artillery from 75mm through 8 in. howitzers, mortars (60mm, 81mm, and 4.2mm), including bipods, standards and baseplates, 90mm recoilless rifles, cupolas on M113 family of vehicles, national match weapons from .22 calibre pistols to 7.62 calibre rifles, museum pieces (such as small arms items and salute cannon) and Russian T54 tank and turret.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS25.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers

selected to identify each specific job. Using the "Armaments Repair Worksheet" (Figure 25), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS25. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Office Machine and Miscellaneous Item Repair

General

This section provides information needed to inspect the performance of office machine and miscellaneous item repair services, that involve receiving, inspecting, maintaining, repairing, and testing of office machine equipment in accordance with PWS26.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS26.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Office Machine and Miscellaneous Item Repair Worksheet" (Figure 26), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS26. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Locksmith and Miscellaneous Item Repair

General

This section provides information needed to inspect the performance of locksmithing services, that involve servicing, repairing, and providing instruction on combination changes of padlocks, lockable containers, safes, etc. in accordance with PWS27.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS27.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Locksmith and Miscellaneous Item Repair Worksheet" (Figure 27), do the following:

1. Verify with the customer or staff duty officer that:

   - any problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS27. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Textile Maintenance, Alterations, and Fabrications

General

This section provides information needed to inspect the performance of textile maintenance, alterations, and fabrications services, that involve repairing, altering, and fabricating textile work items in accordance with PWS28.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Any problems identified by the customer have been corrected and the work item performs all its functions

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS28.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Textile Maintenance, Alterations, and Fabrications Worksheet" (Figure 28), do the following:

1. Verify with the customer or staff duty officer that:

   - any problem has been corrected
   - the work item performs its function.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS28.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Upholstery Maintenance of Game Tables and Fabrication

General

This section provides information needed to inspect the performance of upholstery maintenance of game tables and fabrication services that involve upholstering furniture and vehicle interiors, repairing game tables, and fabricating miscellaneous work items in accordance with PWS29.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Any problems identified by the customer have been corrected and the work item performs all its functions

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS29.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Upholstery Maintenance of Game Tables and Fabrication Worksheet" (Figure 29), do the following:

1. Verify with the customer or staff duty officer that:

   - any problem has been corrected
   - the work item performs its function.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS29.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Furniture Maintenance, Design, and Fabrication

General

This section provides information needed to inspect the performance of furniture maintenance, design, and fabrication services that involve repairing, designing, and fabricating furniture in accordance with PWS30. The Government may require services to be performed at the site of the work item. The furniture work items are typically constructed of metal, wood, pressed wood, plywood, formica, plastic, plexiglass, glass, and cane, as well as combinations of these materials.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Any problems identified by the customer have been corrected; the work item performs all its functions, and fabricated items satisfy the customer's requirements

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS30.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers

selected to identify specific jobs. Using the "Furniture Maintenance, Design, and Fabrication Worksheet" (Figure 30), do the following:

1. Verify with the customer or staff duty officer that:

   - any problem has been corrected
   - the work item performs its function
   - fabricated items meet requirements.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS30.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Body Repair

General

This section provides information needed to inspect the performance of body repair services, that involve repair services to combat vehicles, tactical vehicles, special purpose equipment, and nonvehicular items (such as radio cases, vans, trailers, and a wide variety of metal containers) in accordance with PWS31.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Any problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS31.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Body Repair Worksheet" (Figure 31), do the following:

1. Verify with the customer or staff duty officer that:

    - the problem has been corrected
    - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS31.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Machine Operations

General

This section provides information needed to inspect the performance of machine operations services, that involve designing and fabricating parts and complete items from raw stocks of assorted metals/metal alloys, and other materials (ranging in size and complexity from small machined bolts, screws, and cotter pins/keys through components of large tactical vehicles) in accordance with PWS32.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The item requested by the customer has been fabricated, is fully operational, and performs all its functions in the manner intended by its manufacturer

2. Items were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS32.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 2 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Machine Operations Worksheet" (Figure 32), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS32. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Painting

General

This section provides information needed to inspect the performance of painting services, that involve providing painting and refinishing services to maintain a variety of existing and fabricated work items (such as tactical vehicles, commercial vehicles, forklifts, tractors, engineer equipment; smaller types of equipment such as rifle racks, generators, air compressors, helmet liners; and all types of wood and metal furniture, to include items such as organs, pianos, television sets, cabinets, desks, etc.) in accordance with PWS33.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS33.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 2 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Painting Worksheet" (Figure 33), do the following:

1. Verify with the customer or staff duty officer that:

   - the requested painting has been accomplished
   - the quality of the work and the materials used are acceptable.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those that have not yet been picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS33. If necessary, request the contractor retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Radiator Repair

General

This section provides information needed to inspect the performance of radiator repair services that involve repairing radiators, oil coolers and fuel tanks for automotive and combat vehicles, repairing miscellaneous metal items such as furniture and hot/cold food containers in accordance with PWS34.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS34.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Radiator Repair Worksheet" (Figure 34), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS34. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Welding

General

This section provides information needed to inspect the performance of welding services, that involve providing oxygen-acetylene, electric arc, inert gas (MIG, TIG), stick rod, and spot welding services to repair a variety of metal items (ranging in size and complexity from small electric generator frames to M1 tanks and 100 ton trailers) in accordance with PWS35.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Any problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS35.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify specific jobs. Using the "Welding Worksheet" (Figure 35), do the following:

1. Verify with the customer or staff duty officer that:

    - the problem has been corrected
    - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS35. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Modification of Materiel

General

This section provides information needed to inspect the performance of modification of materiel services that involve applying mandatory, special mission, and special purpose modifications, conversions, and minor alterations to equipment and items in accordance with PWS37.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Government approval was obtained prior to accepting requests for and applying any modification, conversion, or alteration

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS37.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Modification of Materiel Worksheet" (Figure 36), do the following:

1. Verify that Government approval was obtained prior to accepting requests for and applying any modification, conversion, or alteration

2. Check the sampled DA Forms 2407 to verify that items scheduled for work have been completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS37. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shops responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Investigation Support

General

This section provides information needed to inspect the performance of investigation support services that involve assisting the Government in the investigation of accidents, incidents, and mishaps involving Government equipment in accordance with PWS38.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Work was completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Thorough and comprehensive support was provided for investigations, and required supporting documentation was provided.

Quality Assurance Evaluation Methods

The PIs should be evaluated using normal random sampling and a 5 percent AQL of all service orders reported complete in any given time span. Contractor performance may justify changing the surveillance level.

Procedures

Using sytematic random sampling, select job order numbers from the MIMS Historical File of work completed. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Investigation Support Worksheet" (Figure 37), do the following:

1. Check the sampled DA Forms 2407 to verify that items scheduled for work have been completed within a time frame not to exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Verify with the customer that comprehensive support was provided for investigations and that required supporting documentation was provided.

Quick Fix Program

General

This section provides information needed to inspect the performance of quick fix program (QFP) services that involve operating the QFP, a program designed to provide immediate response and quick turnaround of miscellaneous parts and component items requiring fabrication or repair (such as: fuel, air, hydraulic, and liquid system hoses, lines, tubes; or fitting and electrical system items such as harnesses, leads, and cables) in accordance with PWS39.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items fabricated or repaired were returned to the customer within 1 man-hour.

3. Work is being performed in accordance with the requirements of PWS39.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occurs at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Quick Fix Program Worksheet" (Figure 38), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items fabricated or repaired were returned to the customer within 1 man-hour.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS39. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Operational Readiness Float (ORF) Maintenance and Issuance

General

This section provides information needed to inspect the performance of operational readiness float (ORF) maintenance and issuance services that involve performing technical inspections, preventive maintenance checks and services; unit, direct, and general support maintenance and repair on equipment and items assigned to a Government-managed and operated ORF activity in accordance with PWS40.

Evaluation of the contractor's performance in providing these services should be scheduled monthly by determining when the documentation of the previous month's activities are scheduled for completion and then by performing an inspection within 3 days of that completion.

Performance Indicators

Performance standards have been met when:

1. Floats have been issued within 1 working day and only upon written approval by the Government and all listed ORF assets are accounted for

2. Items scheduled for work have been completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Work is performed in accordance with the requirements of PWS40.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Operational Readiness Float Maintenance and Issuance Services Worksheet" (Figure 39), do the following:

1. Verify that floats have been issued within 1 working day and only upon written approval by the Government

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS40. If necessary, request the contractor to retest completed items to confirm proper performance.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Requests for On-Site Support

General

This section provides information needed to inspect the performance of on-site support services that involve performing on-site unit, direct, and general support, maintenance, repair, and inspection for authorized customers in accordance with PWS41.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Personnel have reported to the customer's work site within 2 hours of notification by the contracting officer

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer

3. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

Quality Assurance Evaluation Methods

PIs 1 through 3 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Requests for On-Site Support Worksheet" (Figure 40), do the following:

1. Verify with the customer or staff duty officer that:

   - personnel arrived within 2 hours
   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

Winterization of Equipment

General

This section provides information needed to inspect the performance of winterization of equipment services that involve inspecting and verifying proper protection of that equipment or items on job order or awaiting issue and subject to damage from cold weather temperatures, in accordance with PWS42.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Work is performed in accordance with the requirements of PWS42.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 2 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using sytematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Winterization of Equipment Services Worksheet" (Figure 41), do the following:

1. Check the sampled DA Forms 2407 to verify that items requiring winterization were serviced and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Check to see that equipment waiting repair or pickup has been winterized.

Equipment Repair for Transfer or Upgrading

General

This section provides information needed to inspect the performance of equipment repair for transfer or upgrading services including performing unit, direct, and general support maintenance and repair on equipment displaced by the fielding of new or product-improved systems, or equipment that is excess and scheduled for shipment or transfer, in accordance with PWS43.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Items scheduled for work were completed and the labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Repairs are performed in accordance with the requirements of PWS43.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Equipment Repair for Transfer or Upgrading Worksheet" (Figure 42), do the following:

1. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Visit the shop and perform a technical inspection of selected items on hand. Evaluate the quality of the work performed as related to the requirements specified in PWS43. If necessary, request the contractor to retest completed items to confirm proper performance.

3. Visit the shops responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Cleaning and Degreasing

General

This section provides information needed to inspect the performance of cleaning and degreasing services provided to facilitate maintenance and repair of equipment in accordance with PWS44.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist, primarily, of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Work is performed in accordance with the requirements of PWS44.

Quality Assurance Evaluation Methods

PI 1 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 2 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occur at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Cleaning and Degreasing Worksheet" (Figure 43), do the following:

1. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

2. Visit the shop and inspect items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS44.

Storage and Shipping Container Repair

General

This section provides information needed to inspect the performance of storage and shipping container repair services that involve performing unit, direct, and general support maintenance and

repair on storage and shipping containers (such as Container Express [CONEX] and Military Vans [MILVANs]) in accordance with PWS45.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly. It should consist primarily of reviewing submitted DA Form 2407's to verify proper completion and of surveying customers regarding their satisfaction with the service(s) performed.

Performance Indicators

Performance standards have been met when:

1. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer

2. Items scheduled for work were completed and labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent

3. Repairs are performed in accordance with the requirements of PWS45.

Quality Assurance Evaluation Methods

PIs 1 and 2 should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Since most work items will have been distributed before a monthly inspection can occur, PI 3 may be evaluated using a combination of the Planned Sampling and Unscheduled Inspection surveillance methods (Chapter 2). For this type of evaluation to be valid, it is important that the actual inspection occurs at an unpredictable time.

Procedures

Using systematic random sampling, select job order numbers from the MIMS Historical File of work completed in the previous month. Retrieve the DA Forms 2407 for the job order numbers selected to identify each specific job. Using the "Storage and Shipping Container Repair Worksheet" (Figure 44), do the following:

1. Verify with the customer or staff duty officer that:

   - the problem has been corrected
   - the work item is fully operational.

2. Check the sampled DA Forms 2407 to verify that items scheduled for work were completed and that labor hours charged did not exceed the man-hour requirements on DA Form 2407/2407-1 by 10 percent.

3. Visit the shop and perform a technical inspection of selected items on hand (those not yet picked up). Evaluate the quality of the work performed as related to the requirements specified in PWS45.

4. Visit the shop responsible for the work. Observe shop operations to assure that proper tools and procedures are being employed.

Cannibalization (CANN) Point Operation

General

This section provides information needed to inspect the performance of cannibalization (CANN) point operation services that involve operating a CANN Point within its boundaries as a supply source for authorized low mortality or "difficult to obtain" repair parts in accordance with PWS46. The Government will designate the items to be placed in and removed from the CANN Point. CANN Point items shall be used as a parts source only.

Evaluation of the contractor's performance in providing this service(s) should be scheduled monthly.

Performance Indicators

Performance standards have been met when:

1. The Cannibalization Point End Item Listing accurately describes all end items in the Cannibalization Point at all times

2. All end items within the Cannibalization Point have been approved in advance by the contracting officer

3. Items on strip lists have been properly pulled from equipment in the CANN Point.

Quality Assurance Evaluation Methods

The PIs should be evaluated using normal random sampling and a 5 percent AQL of the service orders reported complete during the previous month. Contractor performance may justify changing the surveillance level.

Procedures

Using the "Cannibalization (CANN) Point Operation Worksheet" (Figure 45) and systematic random sampling, do the following:

1. Randomly select items listed on the CANN Point End Item Listing and survey the CANN Point to ensure that those items are present

2. Randomly select items present in the CANN Point and check the Contracting Officer's list of approved CANN Point items to ensure that those items selected appear on the list

3. Randomly select items on strip lists and Survey the CANN Point to ensure that those items have been removed.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. ECODs have been completed within 5 working days of receipt of request and ACODs have been completed within 10 working days of job completion.

2. The contracting officer has been notified, within 1 working day, when initial inspection of equipment or items discloses estimated costs which exceed maintenance expenditure limits or authorized maintenance levels of repair.

3. Verification inspections have been completed within 2 working days of receipt of request.

4. Inspections are being performed in accordance with the requirements of PWS2.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 1. Technical inspection worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

	1*	2*
A) Population Size	_____	_____
B) Number of Samples**	_____	_____
C) Number of Rejects Allowed**	_____	_____
D) Sampling Interval (divide A by B) ..	_____	_____

*See procedures.
**See Table A1 of Appendix A.

PIs:

1. The Weekly Equipment Status by UIC Report has been provided to the contracting officer within 1 working day from the end of the reporting period.

2. Error free backlog reports have been provided on a monthly basis, not later than 3 work days after the monthly cutoff date.

3. Completed work requests have been maintained until directed by the Government to destroy documents.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 2. Production, planning and control (PP&C) worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Parts identified on DA Form 2407 and not on hand have been requisitioned within the time limits in AR 725-50

2. Entries into all AUTOROS and MIMS records have been made not later than the close of the business day following the event requiring the entry.

3. Overall warehouse operations conform to the provisions of PWS5.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 3. Installation maintenance supply operations worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrived at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS6.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			PI 4			REMARKS
	S	U	N	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 4. Tactical communications equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS7.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			PI 4			REMARKS
	S	U	N	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 5. Wire communications equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS8.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			PI 4			REMARKS
	S	U	N	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 6. Fire control equipment repair worksheet.

Quality Assurance Evaluation Methods:

PIs 1, 2, and 4 should be evaluated using 100 percent inspection. PI 3 should be evaluated using a monthly normal random sampling, 5 percent AQL, of the service orders reported complete during the previous month.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. The repairs have been performed in accordance with the requirements of PWS8a.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 7. Night vision fire control equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS9.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 8. Commercial equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS10.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 9. Avionics equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS11.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 10. Commercial radio systems repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS12.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			PI 4			R E M A R K S
	S	U	N	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 11. Radar equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Personnel have reported to the customer's work site within 4 hours of receipt of an emergency request.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS13.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 12. Joint Services Interior Intrusion Detection System (JSIIDS) equipment repair worksheet.

Quality Assurance Evaluation Methods:

PIs 1, 2 and 4 should be evaluated using 100 percent inspection. PI 3 should be evaluated using normal random sampling and 5 percent AQL, of the service orders reported complete during the previous month.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS14.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 13. Communications security (COMSEC) equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected and the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS15.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 14. Heavy engineering equipment repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS16.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 15. Ground support equipment repair worksheet.

Quality Assurance Evaluation Methods:

PIs 1, and 3 should be evaluated using 100 percent inspection. PI 2 should be evaluated using normal random sampling and a 5 percent AQL, of the service orders reported complete during the previous month.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are being performed in accordance with the requirements of PWS17a.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 16. Chemical equipment repair (air purification systems on combat vehicles) worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS18.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 17. Material handling equipment repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS19.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 18. Lawnmower, weedeater, and chainsaw repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS20.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 19. Shop support equipment and tools repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are performed in accordance with the requirements of PWS21.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 20. Combat vehicles repair worksheet.

Quality Assurance Evaluation Methods:

PI 1 should be evaluated using 100 percent inspection as described in Chapter 2.

PIs 2 through 4 should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. For emergency requests: personnel arrive at to the work site within 4 hours after notification by the contracting officer and the contracting officer was notified within 30 minutes after the emergency situation was resolved.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

4. Repairs are being performed in accordance with the requirements of PWS22.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 21. Automotive repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS23.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 22. Lead acid battery repair worksheet.

Quality Assurance Evaluation Methods:

The PIs be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS24.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 23. Component repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are performed in accordance with the requirements of PWS25.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 24. Armaments repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are being performed in accordance with the requirements of PWS26.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 25. Office machine and miscellaneous item repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10%.

3. Repairs are being performed in accordance with the requirements of PWS27. Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 26. Locksmith and miscellaneous item repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Any problems identified by the customer have been corrected; the work item performs all its functions.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS28.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 27. Textile maintenance, alterations, and fabrications worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Any problems identified by the customer have been corrected; the work item performs all its functions.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS29.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 28. Upholstery maintenance of game tables and fabrication worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Any problems identified by the customer have been corrected; the work item performs all its functions; fabricated items satisfy the customer's requirements.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS30.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 29. Furniture maintenance, design, and fabrication worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Any problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are being performed in accordance with the requirements of PWS31.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 30. Body repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The item requested by the customer has been fabricated, is fully operational, and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS32.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 31. Machine operations worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Painting is performed in accordance with the requirements of PWS33.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 32. Painting worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are being performed in accordance with the requirements of PWS34. Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 33. Radiator repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Any problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS35.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 34. Welding worksheet.

Quality Assurance Evaluation Method:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed ..... _____

D) Sampling Interval (divide A by B) ..... _____

*See Table A1 of Appendix A.

PIs:

1. Government approval was obtained prior to accepting requests for and applying any modification, conversion, or alteration.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is being performed in accordance with the requirements of PWS36.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 35. Modification of materiel worksheet.

Quality Assurance Evaluation Method

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) ..... _____

*See Table A1 of Appendix A.

PIs:

1. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

2. Thorough and comprehensive support was provided for investigations and required supporting documentation was provided.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 36. Investigation support worksheet.

Quality Assurance Evaluation Method:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items fabricated or repaired were returned to the customer within 1 hour.

3. Work is being performed in accordance with the requirements of PWS39.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 37. Quick fix program (QFP) worksheet.

Quality Assurance Evaluation Method:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) ..... _____

*See Table A1 of Appendix A.

PIs:

1. Floats have been issued within 1 working day and only upon written approval by the Government and all listed ORF assets are accounted for.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Work is performed in accordance with the requirements of PWS40.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 38. Operational readiness float (ORF) maintenance and issuance worksheet.

Quality Assurance Evaluation Method:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Personnel have reported to the customer's work site within 2 hours of notification by the contracting officer.

2. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

3. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 39. Requests for on-site support worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

2. Work is performed in accordance with the requirements of PWS42.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 40. Winterization of equipment worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

2. Repairs are being performed in accordance with the requirements of PWS43. Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 41. Equipment repair for transfer or upgrading worksheet.

Quality Assurance Evaluation Methods

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* .... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by ±0 percent.

2. Work is performed in accordance with the requirements of PWS44.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 42. Cleaning and degreasing worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs:

1. The problem identified by the customer has been corrected; the work item is fully operational and performs all its functions in the manner intended by its manufacturer.

2. Items scheduled for work were completed and labor hours charged did not exceed the manhour requirements on DA Form 2407/2407-1 by 10 percent.

3. Repairs are being performed in accordance with the requirements of PWS45.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

ITEM	PI 1			PI 2			PI 3			REMARKS
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 43. Storage and shipping container repair worksheet.

Quality Assurance Evaluation Methods:

The PIs should be evaluated using random sampling as described in Chapter 2 with a 5 percent AQL.

A) Population Size ..... _____

B) Number of Samples* ..... _____

C) Number of Rejects Allowed* ..... _____

D) Sampling Interval (divide A by B) .. _____

*See Table A1 of Appendix A.

PIs

1. The Cannibalization Point End Item Listing accurately describes all end items in the Cannibalization Point at all times.

2. All end items within the Cannibalization Point have been approved in advance by the contracting officer.

3. Items on strips lists have been properly pulled from equipment in the CANN Point.

Circle the applicable surveillance level: REDUCED / NORMAL / TIGHTENED

I T E M	PI 1			PI 2			PI 3			R E M A R K S
	S	U	N	S	U	N	S	U	N	

KEY: S = SATISFACTORY U = UNSATISFACTORY (REJECT) N = NOT APPLICABLE

Figure 44. Cannibalization (CANN) point operation worksheet.

APPENDIX:

REJECT LEVELS AND RANDOM NUMBER TABLE

Table A1

Sample Sizes and Reject Levels (5% AQL)

	Normal Surveillance		Tightened Surveillance		Reduced Surveillance	
Population Size	Sample Size	Reject Level	Sample Size	Reject Level	Sample Size	Reject* Level
50	15	3	33	4	7	3
75	16	3	42	5	7	3
100	17	3	49	5	8	3
125	18	3	55	6	8	3
150	18	3	59	6	8	3
175	19	3	63	7	8	3
200	19	3	66	7	9	3
225	19	3	68	7	9	3
250	19	3	70	7	9	3
275	19	3	72	8	9	3
300	20	3	74	8	9	3
325	20	3	75	8	9	3
350	20	3	76	8	9	3
375	20	3	77	8	9	3
400	20	3	78	8	10	3
450	20	3	80	8	10	3
500	20	3	82	9	10	3
550	20	3	83	9	10	3
600	20	3	84	9	10	3
650	20	3	85	9	10	3
700	20	3	86	9	10	3
750	20	3	86	9	10	3
800	20	3	87	9	10	3
900	20	3	88	9	10	3
1000	21	4	89	9	10	4
1200	21	4	90	9	10	4
1400	21	4	91	10	10	4
1600	21	4	92	10	10	4
1800	21	4	92	10	10	4
2000	21	4	93	10	10	4

*Reject the total work represented by the sample if the number of defective samples exceeds the reject level.

How To Use the Following Table of Random Digits

1. Decide in what direction (e.g., up, down, crossways) you will search to find a number that fits within the range (see step 3).

2. Decide which digit(s) within each 5-digit number you will be using (e.g., first, last, second and third.....).

3. Determine the range within which the random number must fall in order to be used. For example, if your sample interval is 7, the number selected must be between 1 and 7.

4. Without looking, randomly place your pencil on the page.

5. If the first number group does not contain a digit(s) in the location selected in step 2 and within the required range, proceed in the direction you selected in step 1 until you find a digit that meets the requirement.

Table A2

Table of Random Digits

16050	10403	27575	95942	86331	45467	75467	42377	47681	51359	10661
16051	42659	01465	52781	74868	78248	36132	58608	85014	26686	30093
16052	01609	50876	62834	60854	50982	19878	85217	92668	40249	78383
16053	71265	29519	29984	19679	70367	07378	14898	39769	26339	57802
16054	05210	62636	56594	49111	56304	64661	51919	12365	32140	86644
16055	07312	76139	60830	54323	56999	73873	47502	33133	58930	80832
16056	83758	56481	71805	22197	95783	90609	20252	19033	80394	80907
16057	13158	89250	62136	59112	75952	81274	68091	01037	80092	47549
16058	62409	19510	69944	72256	67289	96282	78840	74259	69611	32908
16059	09242	35921	24821	26672	26522	93525	42940	89639	82601	68715
16060	58799	13773	48335	54707	58523	42850	12290	61096	91463	97194
16061	51706	48119	81148	71723	50664	59713	35270	80854	59408	98620
16062	20846	59830	71736	65940	46168	30652	01328	87715	16299	05923
16063	26955	29628	47565	67821	66364	38749	91131	04356	22252	07867
16064	63741	19438	93347	96268	25439	61141	70828	31881	93127	42948
16065	66431	85747	05957	73537	62215	72660	70646	33417	89779	36594
16066	42707	74985	93881	90773	72363	55800	77032	63533	39246	78621
16067	67341	95314	31112	93376	80949	49967	84883	19195	72425	05015
16068	04438	13271	06839	27662	67594	89708	79976	02516	23163	65506
16069	51470	20840	53793	75802	92768	80492	59412	19784	56548	46909
16070	38810	92141	53119	20189	78804	83664	49426	78506	58870	05976
16071	13000	12880	57041	67144	91020	96265	56301	93577	31102	22200
16072	85037	88111	29846	11092	19285	63704	06755	63126	11184	42583
16073	07821	92439	95046	99592	60811	05152	14317	94565	84399	00023
16074	81832	37286	12437	95170	21638	83612	32601	01666	88949	75470
16075	32619	13169	00593	19656	63020	90633	24359	51752	55613	92162
16076	45948	76734	62790	24783	35799	88319	52897	51559	89724	95755
16077	80412	38551	35253	09402	27756	37534	08723	23262	31990	02256
16078	58275	82236	99722	55933	75550	47439	38238	56942	91589	39460
16079	98550	00553	00861	67886	51485	78332	29648	81787	14919	99666
16080	62899	35448	82527	90150	13442	08014	06076	69002	62840	60647
16081	48110	34582	95908	26257	04627	49109	41892	87814	47143	72092
16082	35624	19485	55949	00724	94248	73657	34017	76928	93478	81555
16083	73501	42903	68782	07061	85636	39281	25669	27494	01693	46672
16084	60929	29173	40903	73971	22335	66363	90772	87770	82489	49099
16085	05858	54026	05776	68874	50012	67469	11128	34812	75552	54564
16086	65312	01678	29698	09264	33363	51893	23244	42602	44629	75921
16087	06093	18711	91311	08024	34364	61134	26804	89333	64545	56477
16088	51186	80062	56544	89913	33410	84630	41850	51996	99414	85887
16089	20498	88328	11503	66393	03182	27644	84190	68610	16507	19035
16090	47412	33007	20840	19152	06323	01935	55356	30788	65669	14474
16091	61025	90691	91628	57068	46661	73256	83160	25523	69918	52499
16092	51617	91715	76206	26080	59034	59791	11117	54613	75377	27788
16093	07583	65782	99368	58175	29352	84632	02203	48507	08434	17411
16094	14464	42464	81453	00897	00441	28907	33157	46003	16263	29174
16095	99487	46079	50501	51832	78469	12616	82557	24245	67368	16349
16096	84183	90800	69999	50786	00801	55390	59039	10324	47812	22472
16097	05403	00216	63786	07159	77820	78846	63248	88015	40260	58553
16098	74742	72603	36564	62416	07098	53965	97502	02593	49416	90250
16099	50266	91738	56031	78413	94709	22854	74606	93043	89404	99138

Table A2 (Cont'd)

16100	73191	34676	69204	96176	12388	47894	96139	54069	61066	99319
16101	83159	36890	71634	46278	62969	50342	92433	97464	03531	18034
16102	96858	96504	97810	09134	63941	40836	12295	11068	62846	30709
16103	62184	55022	26304	23299	32556	27885	91359	34794	58123	66001
16104	99467	36445	70472	88181	48221	68309	91702	11936	15759	05963
16105	55931	69749	30461	85028	77286	35164	35280	99032	65326	94790
16106	46024	03118	63117	36572	29611	30647	94913	51586	51641	52909
16107	85216	35247	80590	02177	03651	87271	08454	82288	88505	68043
16108	85776	71306	98649	24915	17691	30819	54545	11988	50732	66960
16109	33482	20498	19517	64169	40603	72222	87507	02979	87186	71791
16110	98263	23221	32182	22815	30019	88245	84433	58791	41050	97632
16111	20000	28300	98761	79501	47176	65794	63051	86945	50010	51109
16112	42561	13442	62014	66104	56781	87873	27892	07300	47388	74078
16113	12990	72063	46359	69619	54444	46542	90397	17181	29804	05664
16114	91151	34289	22422	98955	50222	25245	79364	98226	08142	23263
16115	64474	65842	15981	91532	43182	45237	28991	64053	07962	34559
16116	43009	61029	08061	81657	50370	26205	45484	83818	65927	83072
16117	31253	52900	60591	55178	29753	94789	48744	58410	38786	58303
16118	36370	32375	34538	12931	21942	31227	06506	59284	07548	44942
16119	05015	81525	73906	88367	73454	95258	15560	14863	56935	97011
16120	93936	36504	79776	33080	07457	34042	77903	44187	57341	60931
16121	58366	88873	74765	14280	31688	19211	19140	09371	57225	46263
16122	98079	47146	57539	38604	96581	99224	65946	11016	19729	03520
16123	71076	47998	29735	74854	02470	08785	13003	64638	96072	82644
16124	32484	87411	42423	46896	98662	50270	36242	06378	09827	14931
16125	17283	21654	64520	95875	18109	51944	35170	94214	19886	29992
16126	85376	40456	18184	13865	39424	86908	21639	19822	98507	40774
16127	55892	68296	96440	57247	68897	76258	23989	50838	25285	23325
16128	13517	08329	18379	60548	64218	49645	43109	61296	09553	50616
16129	90543	90321	48161	62736	18402	82831	37862	57318	14227	00541
16130	32611	94151	12991	91717	01641	80511	06294	85791	90929	65763
16131	90701	44359	41156	89710	75597	35980	38686	43486	52376	59602
16132	89156	23799	79802	11531	33448	63118	04198	94160	58100	76597
16133	22287	51291	52446	07728	20335	39242	19844	25925	71440	79546
16134	47402	16784	00248	75937	41191	98879	82393	64066	99404	25704
16135	97222	84469	42296	24327	91423	95220	33964	08934	35096	57086
16136	03493	00474	02727	76986	05064	54962	67449	46003	03872	12542
16137	90365	54183	44142	41822	71546	83687	79883	04986	95228	19982
16138	18244	11787	59896	60107	26707	94869	73911	27598	05971	00642
16139	01912	29051	64504	29341	74127	22563	93503	03923	68372	38825
16140	60255	35577	59709	03142	81974	87287	79435	66863	54394	44334
16141	35114	96535	78205	69791	09640	78325	03205	44979	07431	61109
16142	43090	31017	87939	58590	11233	70751	28589	26953	71809	36956
16143	19114	49888	08576	76692	11648	26309	58241	37231	16342	61226
16144	92014	63570	63382	94603	04429	34017	87659	82094	07840	13596
16145	24075	42357	57976	49224	57411	09807	32403	82892	71027	18434
16146	19548	37421	55061	22493	33003	75552	09279	20640	40699	11138
16147	47279	11109	35825	48856	20843	44898	20914	70404	10775	59545
16148	32123	05256	00531	55490	23581	01412	75322	50759	69539	84799
16149	55311	79987	36432	56710	09541	23928	91588	26032	57381	98777

ACRONYMS

ACOD	Actual Cost of Damage
AQL	Acceptable Quality Level
AUTOROS	Automated Retail Outlet System
CANN	Cannibalization
COMSEC	Communication Security
COR	Contracting Officer's Representative
DMS	Data Management System
DOL	Directorate/Director of Logistics
ECOD	Estimated Cost of Damage
JSIIDS	Joint Services Interior Intrusion Detection System
LMSS	Logistics Maintenance Support Services
MHE	Material Handling Equipment
MIMS	Maintenance Information Management System
MWO	Modification Work Order
ORF	Operational Readiness Float
PI	Performance Indicator
POL	Petroleum, Oils and Lubricants
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QC	Quality Control
UIC	Unit Identification Code

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